



Council for Connected Care

A better-connected healthcare system for all Australians

Communiqué

The tenth meeting of the Council for Connected Care was held virtually on 21 August 2025. Chair, Conjoint Professor Anne Duggan, CEO of the Australian Commission on Safety and Quality in Health Care, acknowledged the significant progress made in digital health interoperability since the Council's establishment and thanked members for their contributions throughout 2024–25.

Members reviewed the [Interoperability plan 2024–25 Annual Progress Report](#), which highlights the progress and achievements under the Interoperability Plan and Healthcare Identifiers (HI) Roadmap. These initiatives aim to build a connected, secure, and standards-based digital health ecosystem.

Of the 44 actions in the Interoperability Plan, 24 have been completed, including key milestones such as Provider Connect Australia™, standards development, consent management and the interoperability survey. The HI Roadmap also saw strong progress, with 12 activities on track and 5 new ones scheduled for 2025–26. Legislative developments, including the Sharing by Default Act and reforms to the *Healthcare Identifiers Act 2010* are further supporting digital transformation, alongside the publication of frameworks and resources to enhance collaboration and workforce capability.

An update was provided on the work of the Standards Advisory Group (SAG). Through 3 meetings and 2 workshops held during 2024–25, the group contributed to key national initiatives, including the development of a terminology mapping library aligned with ISO standards and the draft *National Strategy and Roadmap for Digital Health Standards*. The strategy outlines 5 priority areas - governance, evidence, communication, education and implementation support, designed to guide consistent, safe adoption of standards.

As part of the Council's Annual Review, members reflected on the value of travelling on Country to Alice Springs in June, where a [short summary video](#) showcased the potential of digital health care to support people living in rural and remote communities. During the



meeting, members discussed the [Council's 2024–25 Annual Review Report](#), which was shaped by responses to a survey distributed on 26 June 2025. The survey results demonstrated strong support for the Council's work and highlighted the effectiveness of theme-focused meetings and breakout sessions in fostering deeper engagement. Insights from these breakout sessions directly informed initiatives led by the Australian Digital Health Agency, the Department of Health, Disability and Ageing, and CSIRO's Sparked Program. These insights also guided the development of the 2025–26 workplan, which will focus on real-world impact, transitions of care, virtual care, and workforce innovation. Members also proposed further areas of focus to support adoption and readiness across sectors that intersect with health, medications and safety, and emerging technologies.

The Department of Health, Disability and Ageing provided an update on proposed reforms to the Healthcare Identifiers (HI) legislative framework, currently before Parliament. Aimed at modernising the HI system, these reforms will better support national digital health initiatives such as *Health Connect Australia*. Key changes include enabling broader use of healthcare identifiers to improve cross-sector care coordination. This begins with the introduction of new identifiers for Healthcare Support Provider Organisations (HSP-O) and Healthcare Administration Entities (HAE). The reforms also simplify the process for assigning identifiers to allied health professionals not registered with the Australian Health Practitioners Regulation Authority, allowing professional bodies to apply on their behalf. Strong privacy protections remain central to the reforms, ensuring safer, more connected care across Australia.

Members received an update on the Sharing by Default Act, passed in February 2025. This legislation enables the Government to mandate the upload of specific health information, commencing with pathology and diagnostic imaging results, to My Health Record. Safeguards remain in place for consumer choice, clinical discretion, and technical limitations. The Australian Digital Health Agency is supporting implementation through education, system upgrades, and operational readiness measures, including faster access to test results and enhanced support services.

Public Pathology Australia shared progress on Pathology Tests Explained (PTEx), now integrated into My Health Record and the my health app. PTEx provides plain-language explanations of pathology results, reviewed by practising pathologists and scientists. This



initiative supports health literacy and helps Australians better understand their health data, especially as pathology providers move toward default sharing of results.

Finally, members were briefed by the Australian Commission for Safety and Quality in Health Care on the draft Foundations of High-Quality Care model. The new model outlines 6 principles to guide health service leaders in strengthening governance, monitoring performance, and aligning leadership and culture with high-quality care. It will inform the next edition of the National Safety and Quality Health Service (NSQHS) Standards. The Commission is currently seeking stakeholder feedback via a national survey, open until 29 August 2025.

Council members emphasised the importance of showcasing real-world examples of connected care already improving safety, quality, and efficiency across Australia. While technical progress continues, there was strong support for promoting these stories more effectively to engage the public and illustrate the tangible benefits of interoperability.

The next meeting of the Council for Connected Care will be held in Canberra on 12 November 2025 and will focus on transitions of care, benefits of digital transformation and innovative workforce initiatives.